



## Primeur: solution provider for Open Source technologies

Primeur, well known supplier of data movement and application integration products and solutions, is also a recognized solution provider for Open Source technologies.

To provide Customers with a complete and integrated solution to the problems arising from the IT technological evolution, Primeur has established dedicated internal structures, known as "Competence Centers". These centers, operating with a high level of synergy, provide expertise in the different areas of application integration, security, system management and **Open Source technologies**.

The quality of services offered by the Primeur Competence Centers is guaranteed by various factors:

- **Customer-oriented approach**, which means addressing needs, identifying the most appropriate solutions, and carrying out the required activities for achieving objectives
- **Dedicated personnel** with skills and experience in the relevant areas, gained as a result of significant investment in training
- The availability of **laboratories** that develop the solutions implemented or proposed by Primeur, and the knowledge acquired through implementing their own products and solutions
- **Integration**: ability to personalize the proposed components and integrate others in order to implement solutions that meet the requirements

Primeur professional services include the following activities:

- **Consultancy** - evaluating solutions already implemented and defining new solutions, with a choice of technologies and components
- **Planning** - developing projects and/or implementing solutions, following agreed methodologies and organizational policies
- **Training** - training on the job and specific training in the classroom



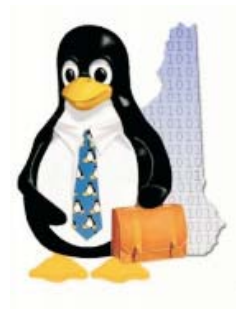
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### Services for Open Source Technologies

Primeur can offer services in the main areas of **Open Source technologies**, including:

- **architecture and infrastructure**
- **integration**
- **migration and application porting**
- **support, assistance and maintenance**
- **training**

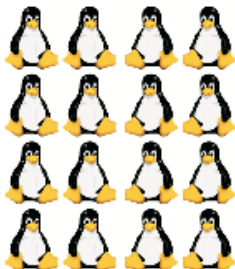




## Architecture and infrastructure

Installing, configuring, managing and maintaining tens, hundreds or thousands of systems requires competence in the specific architecture and infrastructure. Primeur's project leaders and experienced system engineers can support the Customer in implementing complex and challenging projects such as:

- Installing, configuring and updating critical server systems in a "high availability cluster" configuration
- Migrating systems and services from Microsoft technologies to Open Source (file server, printer server, mail server, http server, ftp server, application server, ...)
- Migrating groups of workstations from Microsoft technologies to Open Source GNU/Linux technology
- Evaluating existing systems in terms of correct configuration, security and performance



## Integration

The Open Source community develops and distributes a large number of applications that can be integrated within the company information system.

Depending on specific Customer needs, Primeur can:

- Select the range of Open Source applications to be used
- Carry out modifications and improvements to applications to integrate them with each other and with the Customer's existing environment
- Improve applications to provide added functionality required by the Customer
- Provide a support, assistance, and maintenance service throughout the life cycle of the solution: all the benefits of Open Source backed up by a reliable provider



## Application migration

Primeur development labs can undertake ambitious porting projects, reusing some or all of the source code:

- UNIX ↔ GNU/Linux
- non UNIX → GNU/Linux



## Support, assistance and maintenance

Primeur support center provides support, assistance and maintenance services on all the main Open Source technologies.

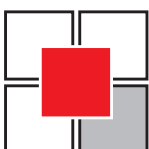
Regardless of which GNU/Linux distribution is used, or whether the systems operate with FreeBSD or OpenBSD, Primeur offers a service that consists of:

- Census and initial verification of systems and services
- Call center based telephone support
- Remote debugging and troubleshooting
- Identifying problems, possible workarounds, fixes to be installed
- Interfacing with the Open Source community in order to identify the problem, and to propose and verify corrections



## Training

As well as training on the job, for complex projects Primeur offers a rich and varied program of (tailored) courses, focusing on the most important aspects of Open Source technologies.



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